

# **Patient Participant Group**

## **Minutes of 20/11/18 meeting**

**Attended:** Halima Patel, Jenny Phillips, Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Saby Ghosh (Chair), Sandra Gilliard

### **Speaker: Julie Powell (Trading Standards Officer) from London Borough of Bexley**

Trading Standards do a lot of work in the area to stop scams and doorstep sellers although they are now down to only three staff. The average age of a person who gets scammed is 75, with 53% of scams affecting the over-65s. They estimate that only 5% of scams actually get reported as people may not realise or admit to being scammed. The effects can be devastating with those affected not going out, answering the door or phone.

Scams can be by phone, door, postal or email. It is a criminal offence if someone at the door doesn't go away when you ask them to. The latest scam in the borough is from someone purporting to be the police saying they need help investigating a fraud. They ask the victim to withdraw money but not to tell the bank as they may be in on the fraud! A courier is then sent to collect the money.

Julie knows of at least 5 victims.

Scammers can keep your phone line open so when you try and call to check if they are genuine or not, you are actually still speaking to the scammers. BT have been asked to reduce the length of time lines are kept open and they are hopefully doing this down from 5 minutes to 10 seconds.

Laura suggests that you put the phone down and ring a friend first, or make your call from a different phone (e.g. a mobile).

Be careful of ordering from a flyer, particularly tree cutting as they sometimes quote a good price but will then charge another amount for actually taking the rubbish away. Best if can get 3 quotes for any work.

Trading Standards will do home visits and if the scam is happening at the time it is reported they will go out and try and catch the scammers. Call 07716 116452. There is a National Trading Standards initiative to empower communities against scams by recruiting a million 'Friends against Scams' by 2020. More information at [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk).

### **Review minutes from last meeting, action log, matters arising and approval**

Minutes were approved subject to changing references from Cynthia Nixon to Cynthia Hart-Jones.

### **Actions log**

The hall is booked for Thursday May 16<sup>th</sup> 2019 for the next "Meet the PPG" event. The Chair is hopeful that Mencap, Mind, CCG, BVSC, Healthwatch will all be present.

### **Virtual members update**

The Virtual Membership Coordinator was unwell and was unable to attend the meeting but had advised that she had nothing to report back from the Virtual Members following distribution of the last minutes.

The Practice Manager passed on one 1-1 online training request slip to the Chair.

### **Share information from meetings attended by committee members**

At the Primary Care meeting on 17<sup>th</sup> October there was concern over the number of GP surgeries reducing, due in part to landlords not letting them carry on.

### **Highlights of the meetings Chair attended**

The Chair passed around selected papers from some meetings he had been to – QMH Stakeholders 15<sup>th</sup> October; Patient Council. The Equality and Diversity Group had changed its name to the Engagement Patient Experience and Equality Committee (EPEC) and now has monthly

meetings. It works with the Patient Council and the Governing Body and tries to engage with everybody.

## **Practice Manager's update including sharing any information as a Governing body member**

### **1. Governing Body Meeting 1<sup>st</sup> November**

- David Palmer from MIND gave a talk. Particularly interesting was their Recovery College which works with over 1000 people per annum. The Recovery College provides a range of courses and workshops to patients, carers and members of staff to develop their skills, understand mental health, identify goals and support their access to opportunities. Open to: Individuals who are currently receiving mental health services from Oxleas; People referred by the Mind in Bexley Improving Access to Psychological (IAPT) Therapies programme; Supporters of people using these services (family, friends and carers); Individuals referred by their GP; Staff. They provide free welfare rights, employment advisers (keeping people in work as well as helping them to find work). Referrals from GPs are low as is representation from older people and Black & Minority ethnicities.
- The six south east London CCGs have awarded a new contract for an Integrated Urgent Care (IUC) service to London Ambulance Service NHS Trust. The new Integrated Urgent Care 111 service is expected to start April 2019 and will incorporate the existing service, as well as providing help for patients from GPs, nurses, paramedics and pharmacists, 24 hours a day. Where necessary, the new service will also be able to book appointments in primary care, both in the GP 8-8 Hubs and GP out of hours services.
- On 17 September, the NHS in Kent and Medway identified its preferred option for the configuration of urgent stroke services - a hyper acute stroke unit, alongside an acute stroke unit, at Darent Valley Hospital in Dartford, Maidstone Hospital and William Harvey Hospital in Ashford.

### **2. Surgery News**

- New check-in screen was fitted 6<sup>th</sup> October and is working well.
- Automatic door was finally fixed on 8<sup>th</sup> October. It is now electrically powered rather than by compressed air and, fingers crossed, reliability is much improved. Can be set to stay open which was very useful during the flu clinics when we had small queues of patients waiting to be checked in or when wheelchair users are trying to get in/out.
- A big thank you to those who helped out at the various flu clinics and those who had offered to help but were not required thanks to us trying to make do with staff and the check-in screen.
- Dr Jemima Ho started a 4 month placement with us on October 10<sup>th</sup> and has fitted in really well. Dr Stokes is her GP Trainer.
- Dr Amaia Foces started 19<sup>th</sup> November. She is an experienced local GP, works Mondays and Tuesdays and currently with the scope to increase days if our circumstances change. Good to have another female GP and is qualified to fit/remove coils.

### **Any other business including future speakers.**

- Lively discussion about the 2.30pm appointments release system. One member pointed out that it doesn't work. The Practice Manager agreed that it didn't work for all and is being fine-tuned. It is here to stay. If there are plenty of appointments then you should be able to book one whatever time you try. Doesn't work well with GPs that are only here a limited number of times per week as they do not have many appointments and some of those could be taken up being the Duty Doctor.
- A former PPG member passed on her comments that the new check-in screen was well positioned and could be used by wheelchair users.

- Future speakers include CCG's Director of Primary Care, ICT & Information Governance Nisha Wheeler (January); Laura Burke from Mind (March); Steve Davies from Mencap (May); CCG's Head of Medicines Management Meera Parkash (July).

**Date of next meeting Tuesday 22<sup>nd</sup> January 2019**